

Advice Matters

The Annual Review of South Kirklees Citizens Advice Bureau 2006-7

Dear Colleague,

South Kirklees CAB is working in partnership with North Kirklees CAB and other providers to ensure that advice is delivered efficiently and effectively to those people who need it most.

During 2006/7, South Kirklees CAB helped 5,714 clients with 21,409 issues. We have increased capacity to deliver advice by 50%, whilst reducing waiting times by 70%.

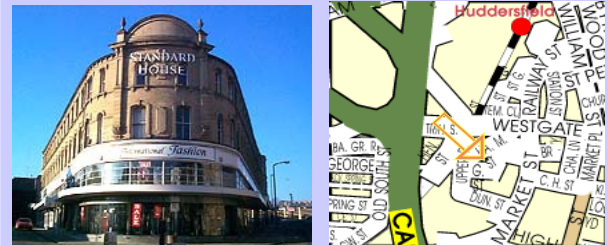
All of our clients now receive a 5-10 minute assessment interview. 60% of clients get the help they need at this stage. 40% are referred for a full interview with a generalist or specialist adviser.

We are helping people to solve their own problems, rather than becoming dependent on services. This means we can give *more* help to the people in greatest need.

Other access improvements include:

- longer opening times for face-to-face and telephone advice
- access to self-help information, including a touch screen kiosk
- one *Advice Line* telephone number for Kirklees
- a new website and email service

South Kirklees CAB Has Moved Offices



South Kirklees CAB moved in October 2006. We have refurbished 5300 sq ft of the vacant 2nd floor of Standard House, Half Moon Street, which is close to the bus and rail stations in Huddersfield. Kirklees Benefits Advice Service (KBAS) rent space in our offices and CHAS Housing Aid are on the floor below, creating a **one stop shop for advice**. Access is via the central arcade using the lift or stairs. Our facilities are DDA compliant throughout.



Advice giving in one of our 12 purpose-built interview rooms.

South Kirklees CAB , 2nd Floor, Standard House, Half Moon Street, Huddersfield. HD1 2JF.

Opening times: 9.30am – 3.00pm Mon/Tues/Thurs/Fri. Telephone Advice Line 0844 848 7970

Website: www.kirkleescitizensadvice.org.uk email: bureau@skcab.org.uk

Registered Charity No. 1088651

NO. CLIENTS BY WARD 2006/7

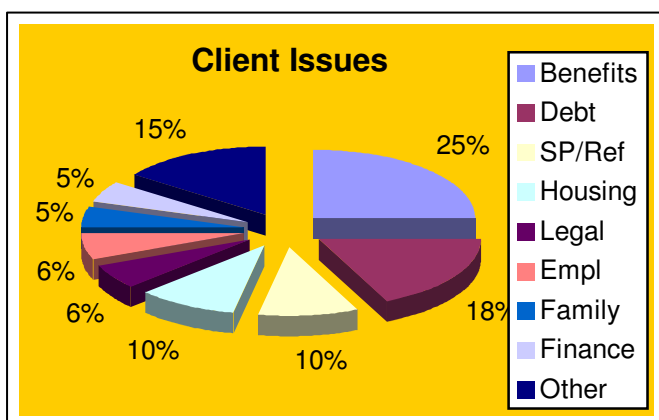
Ward/ Area	No. Clients	% Increase
Almondbury	315	+45%
Ashbrow	572	+24%
Colne Valley	275	+36%
Crosland Moor	611	+23%
Dalton	530	+48%
Denby Dale	134	+16%
Golcar	389	+61%
Greenhead	633	+32%
Holme Valley N	258	+13%
Holme Valley S	169	+17%
Kirkburton	125	+39%
Lindley	274	+44%
Newsome	632	+57%

Denby Dale Benefits (29%)
 Kirkburton Debt (24%)
 Holme Valley N Housing (11%)
 Family (10%)
 Holme Valley S Employment (13%)
 Lindley Legal (8%)

All South Kirklees CAB Clients

Gender: 56% Female/ 44% Male
 Diversity: 32% from BME communities
 Employment: 21% were unemployed
 Health: 19% had a health problem
 Disability: 11% were permanently disabled
 Income: 52% income less than £600 pm
 Total Debt £8,230,000

The increases have been possible because of service improvements, but the response indicates that there are unmet needs in every ward.



The breakdown of enquiries was fairly consistent but the following wards had the highest % of clients for specific issues:

OUR FUNDERS IN 2006/7

Funder	Project	£000	%
KMC	Core Service	173	42
LSC	Debt/Benefit Advice	54	13
BGET	Warmzone	27	7
CitA	Access	50	12
SS Links4	Outreach	49	12
Crossroads	Outreach	16	4
Community Spirit	Outreach	4	1
Rural Stress	Telephone	14	3
Cuckoo's Nest	Outreach	4	1
NR	Moneywise	19	5
Total		410	100

Value for Money

Cost/ Client* fell from £38 in 05/06 to £30 in 06/07

- expressed in terms of KMC core funding

We would like to discuss the problems people in your ward face and how we could further improve our services. If you would like to meet with us, please contact Mark Lacey, Chief Executive, on 01484 512 346